



City of South Bend

Vacancy Announcement

Post Date: Friday, October 3, 2014

Closing Date: Until Filled

DIRECTOR OF CODE ENFORCEMENT

Category: Full Time/Exempt/Non-Bargaining

Department: Code Enforcement

Reports To: Mayor

Shift: Monday-Friday, 8 AM-5 PM; occasional evening and weekend work required.

Position: **SUMMARY**

Incumbent has oversight of all operations related to the Department of Code Enforcement, including inspecting and processing violations of local, state and national regulations governing substandard buildings, property maintenance, abandoned vehicles, zoning, public nuisance, business licensing, and animal control.

SUPERVISION EXERCISED

Responsible for oversight of all Code Enforcement staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list represents the types of duties required by the position. Other duties may be assigned as reasonably expected.

- Direct activities related to inspecting and processing violations associated with substandard buildings, property maintenance, zoning, abandoned vehicle, public nuisance, business licensing, and animal control.
- Work with a talented team to implement long-term organizational change initiatives, including a new case management system for property information, mobile application for inspectors, staff computer testing and training, and document scanning.
- Support vacant and abandoned housing efforts through oversight of inspection and demolition activities.
- Evaluate staff performance at individual and team levels. Work with professional staff, temporary employees, and interns regularly to mentor, support, and provide constructive feedback.
- Oversee management of South Bend Animal Care and Control, including implementation of the revised Chapter 5 ordinance and associated updated business processes.
- Track Key Performance Indicators (KPIs) and report progress regularly to City staff, Council members, media (print, Web, TV). Participate in community meetings.
- Consistently improve customer service and response time. Respond to resident complaints.
- Prevent issues through workflow and compliance analysis and solution implementation.
- Manage public hearing process and demolition of structures.
- Oversee the department budget and billing / collections efforts.
- Review and propose changes to local ordinances and state laws.

- Testify at public hearings and at Circuit and Superior Court.
- Meet with bargaining unit on grievances and contract negotiations.
- Troubleshoot any process issues in the office.
- Other duties as assigned.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answer phones, assist customers, and perform other administrative duties.

QUALIFICATIONS/ EDUCATION AND/OR EXPERIENCE

- Bachelor's degree in business management, operations or related field required together with specialized training in building construction and/or code enforcement.
- Minimum of two to five years of management experience preferably gained in a responsible position related to building construction and/ or public administration.
- Previous work experience in challenging environments a plus.

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED

- Demonstrated success in leading groups through the process of change to leverage technology and increase efficiencies. Proven change management skills; passionate about process improvement and quality control.
- Ability to hold individuals and teams accountable to expectations, goals, and standards of performance.
- Ability to develop and implement short and long range plans; analyze data and situations, make recommendations, and formulate options, strategies, and solutions; establish and maintain working relationships with colleagues, vendors, service contractors, and members of the public; exercise tact, diplomacy and objectivity in representing the Department.
- Knowledge of basic ordinances governing safety, hazards, and blight.
- Proactive about improving the quality of neighborhood life in the City of South Bend. Knowledge of South Bend's neighborhoods is helpful.
- Strong computer abilities (MS Office).
- Clear written and verbal communication skills. Must be able to communicate results using Word, Excel and PowerPoint.
- Excellent interpersonal skills and ability to work with diverse populations.
- Persuasive; able to diffuse contentious situations.
- Superior customer service skills.
- Willingness to learn - and provide feedback on – new software/hardware tools, departmental processes, and systems.

CERTIFICATES, LICENCE, REGISTRATION:

- A valid Driver's License is required and the ability to drive daily for this position.

EQUIPMENT

Desktop and laptop computer; mobile devices (i.e. iPad, tablet, smartphone); telephone.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and walk, and talk or hear. The employee is occasionally required to walk; use hands to fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

WORK ENVIRONMENT:

Work is performed in office settings, with moderate inside temperatures. The noise level in the work environment is usually quiet to moderate in the office. Field work includes visiting problem properties and meeting with neighbors and employees to discuss pertinent issues. Also includes supervising Animal Control personnel during after work hours to provide assistance with containing/capturing animals. Entire office is smoke-free.

EQUAL OPPORTUNITY EMPLOYER

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information, or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.

TO APPLY

All applications for currently posted positions will be submitted online at www.southbendin.gov or at the City of South Bend Office of Human Resources, 227 W. Jefferson Blvd., 12th Floor, South Bend, IN 46601.

Pre-employment drug screen required